

SC DMH Patient Advocacy Report August 2020

FACILITY	COMPLAINTS RESOLVED THIS MONTH	YEAR-TO-DATE
BPH-Adult	7	62
Harris	8	55
Morris Village	2	8
Hall	0	6
Tucker	0	13
BPH-Forensics	19	95
Mental Health Centers	38	276
Total	74	515

OTHER INFORMATION

	THIS MONTH	YEAR-TO-DATE
Toll Free Telephone Calls to SCDMH Patient Advocacy	52	368
Information, Referral & Other Assistance¹	4	74

AT A GLANCE

Type of Complaint Resolved	Inpatient ² Year-to-date	Forensics ³ Year-to-date	Centers ⁴ Year-to-date	Total # This Month	Total DMH Year to Date
1) Abuse & Neglect	24	12	35	9	71
2) Admission & Discharge	16	5	18	3	39
3) Information & Advocacy	22	15	26	9	63
4) Physical Environment	11	18	3	6	32
5) Inpatient Rights	53	31	1	13	85
6) Personal Property & Money	13	17	36	13	66
7) Confidentiality & Consent	5	4	22	4	31
8) Treatment	32	9	159	32	200
9) Other Rights Issues	9	7	42	5	58
Total⁵	185	118	342	94	645

¹ Requests for information or assistance that do not involve a complaint or do not relate to DMH services.

² Inpatient: BPH-Adult, Harris, Morris Village, Tucker & Hall.

³ Forensics: BPH-forensics (Wellpath & Crafts Farrow Campus).

⁴ Centers: All DMH community mental health centers, programs and community residential facilities.

⁵ Total complaints per Facilities will not necessarily equal the total for Types of Complaint Resolved. A complaint may involve more than one type of rights category.

Type of Complaint Resolved	Inpatient Year-to-date	Forensics Year-to-date	Centers Year-to-date	Total # This Month	Total DMH Year-to-date
1) Abuse & Neglect					
a. Physical Abuse & Excessive Force	4			1	4
b. Excessive Restraint, Seclusion & PRNs	1				1
c. Sexual Abuse					
d. Verbal Abuse or Violations of Dignity	14	9	34	6	57
e. Neglect	4	3		1	7
f. Financial Exploitation	1		1	1	2
2) Admission & Discharge					
a. Discharge (when)	6	2			8
b. Community Placement (where)	4	2			6
c. Periodic Court Review	2				2
d. Questions, Education & Other	4	1	18	3	23
3) Information & Advocacy					
a. Access to Advocacy	15	12	21	7	48
b. Access to Legal Resources	6	3	5	1	14
c. Questions, Education & Other	1			1	1
4) Physical Environment					
a. Food Quality & Quantity	2	5		1	7
b. Linens, Clothes & Toiletries	3	3		1	6
c. Disrepair of Physical Plant	5	9	3	3	17
d. Cleanliness of Facilities	1	1		1	2
5) Inpatient Rights					
a. Privacy		4			4
b. Safety	6	1			7
c. Freedom, Privileges & Fairness	23	14	1	6	38
d. Communication	10	9		4	19
e. Health Care	14	3		3	17
6) Personal Property & Money					
a. Property	9	11		3	20
b. Money, Entitlements, Rep. Payee	4	6	2	2	12
c. Billing Issues			30	7	30
d. Other Non-DMH Issues			4	1	4
7) Confidentiality & Consent					
a. Access to Records & Information		2	15	2	17
b. Breach of Confidentiality	3	2	4	1	9
c. Issues of Consent, Confidentiality, etc.	2		3	1	5
8) Treatment					
a. Eligibility for Services	2		25	3	27
b. Accessibility to Staff & Treatment	3	5	73	15	81
c. Individualized, Client-Driven	14	1	57	9	72
d. Right to Refuse Treatment	13	3	4	5	20
9) Other Rights Issues					
a. Work, Compensation & Education		1			1
b. Religion		1			1
c. Sexuality, Birth Control, Marriage, etc.					
d. Voting	4	4		2	8
e. Housing	2		22	2	24
f. Legal assistance for Non-DMH issues	3	1	20	1	24

